

CANDIDATE	INTERVIEWER	DATE	STAGE
-----------	-------------	------	-------

INTERVIEW QUESTIONS · CUSTOMER SERVICE SUPERVISOR

1	What experience do you have in customer service?	1 2 3 4 5	
2	What is your approach to handling complaints?	1 2 3 4 5	
3	Tell me about a time when you had to deal with a difficult situation.	1 2 3 4 5	
4	What are the necessary skills for a successful customer service supervisor?	1 2 3 4 5	
5	How would you train new customer service representatives?	1 2 3 4 5	
6	What methods do you use to ensure that customers are satisfied?	1 2 3 4 5	
7	How do you handle difficult customer situations?	1 2 3 4 5	
8	What is your philosophy on customer service?	1 2 3 4 5	
9	Do you have a story about going the extra mile for a customer?	1 2 3 4 5	
10	What experience do you have supervising others?	1 2 3 4 5	

OVERALL ASSESSMENT

CRITERIA	SCORE (1-5)	NOTES
Educational Background Appropriate qualifications or training for the position.	1 2 3 4 5	
Prior Work Experience Skills or qualifications acquired through past work.	1 2 3 4 5	
Qualifications / Experience The technical skills the position actually needs.	1 2 3 4 5	
Problem Solving Abilities Demonstrated critical problem-solving.	1 2 3 4 5	
Communication Team building and communication skills.	1 2 3 4 5	
Organizational Fit Would this hire steer the organization the right way?	1 2 3 4 5	
Directional Fit A step forward, or backward, in their career?	1 2 3 4 5	

RECOMMENDATION

☐ Advance ☐ Hold ☐ Decline

1 = well below the bar · 3 = meets it · 5 = clearly above it

AvaHR — hiring software for teams without a recruiter
Use the same scorecard for every candidate in this role.